

05 **Renewal Application Time Frames - Overview**

Policy and procedures regarding time frames for renewal applications are outlined as follows:

- [CA Renewal Application Time frames](#)
- [NA Renewal Application Time frames](#)

A **CA Renewal Application Time Frame**

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(01/01/20 – 12/31/20)

Complete the CA eligibility decision as soon as possible, but no later than the last [workday\(g\)](#) of the last month of the current CA approval period.

Renewal applications must be screened for potential changes the same day but, no later than the workday, following the receipt of the application. Review the following AZTECS screens to determine whether changes have been reported on the application:

- CAP1
- CAP2
- CAP3
- EAIN
- UNIN
- EXNS
- SEEI

When a change is discovered, see [Effecting Changes](#) for procedures required to act on the change.

The PI must be allowed at least ten days from the date of the original written request to provide the requested verification, even when this

extends beyond the determination time frames. (See [Providing Verification](#))

Applications received more than 60 days before the end of the current approval period must be treated as a reported change.

B NA Renewal Application Time Frames

Time frames regarding eligibility determination for NA renewal applications are outlined as follows:

- [Timely or Untimely NA Renewal Applications](#)
- [Providing Verification at NA Renewal](#)
- [Compliance in the Month After the NA Approval Period Ends](#)

.02 Timely or Untimely NA Renewal Application Time Frames

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To be considered a timely NA renewal, an application must be turned in by the later of the following:

- Within 15 days from the date a [Notice of Expiration](#) (NOE) is sent.
- By the 15th day of the last month of the current approval period.

For a timely NA renewal, the PI or representative must complete all of the following:

- Submit a timely identifiable application by the 15th day of the last month of their current approval period.
- Complete an interview.
- Provide the required verification, before the last timely NA renewal approval or denial date.

Review the CAP2 RENEWAL DUE DATE field to determine the NA renewal month. The NA renewal month is defined as follows:

- Begins on the first calendar day of the month displayed in the RENEWAL DUE DATE field on CAP2.
- Ends on the last calendar day of the month displayed in the RENEWAL DUE DATE field on CAP2

For NA timely renewal applications, complete the NA eligibility decision as soon as possible.

When eligible, NA timely renewal applications must be approved no later than one [workday\(g\)](#) before the participant's next NA issuance date.

Participants who timely renew and are determined eligible, must receive their NA benefits no later than 30 calendar days after their last [NA issuance date](#).

When both of the following occur, the NA participant has good cause for not applying timely for renewal:

- An NOE was not sent during the prior approval period.
- The participant or representative is reapplying for NA in the month following the month that the approval period ended.

When the NOE was not sent, the delay is the fault of FAA, complete the following:

- Reopen the case on the REPT screen in AZTECS.
- When eligible, approve the NA benefits from the first day of the first month of the new NA approval period.

When the interview is completed or the verification is provided in the month after the NA approval period ends, see [Compliance with NA Renewal Requirements After the Approval Period Ends](#). For more information, see the [NA Compliance after Closure/Denial Decision Tree](#). (Internal use only)

Participants who timely reapply and are determined eligible, must be provided NA no later than 30 calendar days after they last received their NA benefits.

A timely filed NA renewal application becomes an untimely NA renewal application when one of the following occur:

- The participant or representative fails to complete an interview.
- The interview is completed, and the information due date extends beyond the last timely NA renewal approval or denial date.

The final date to deny an NA timely renewal application is the close of business on the workday before the last workday of the current approval period. The Timely Recert Denial, or the renewal timely denial date, is on the AZTECS Production Calendar in the [AZTECS Monthly Production Schedule](#) (AMPS).

NOTE When the information due date and the timely denial date are the same, it is not necessary to wait until the end of the day or the following workday to deny the application. The case must be reopened when the requested verification is provided before close of business on the due date.

An NA renewal application is considered untimely when:

- The participant does not apply timely
- The participant does not have good cause

Complete the NA untimely renewal application determination following the procedures outlined in [NA New Application Time Frame](#).

See [Proration of First Month's Benefits](#) to determine whether benefits should be prorated on an untimely NA renewal application received in the month following the month the approval period ends.

Renewal applications must be screened for potential changes. Address all changes no later than the close of business on the workday after the renewal application is received.

Applications received more than 60 days before the end of the current approval period must be treated as a reported change.

.03 Providing Verification at NA Renewal

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(01/01/20 – 12/31/20)

Allow the PI at least ten calendar days from the date of the original information request to provide the requested verification. This applies even when the due date extends beyond the determination time frames. (See [Providing Verification](#))

When the information request deadline is one or more [workdays\(g\)](#) before the alphabetical [NA issuance date](#), the following apply:

- When requested verification is received within the request period, benefits must be issued no later than the alphabetical NA issuance date.

- When requested verification is received after the ten-day deadline, but no later than the last day of the NA approval period, the following apply:

The PI is not guaranteed to receive benefits by the alphabetical NA issuance date.

Treat the application as an [untimely NA renewal](#).

When the participant does not provide the requested verification, deny timely renewal applications as follows:

- When the information request period ends one or more workdays before the last day of the NA approval period, deny the application by either of the following:

After the information request period has ended.

By close of business on the workday before the last workday of the NA approval period.

NOTE NA may be closed after the information request period has ended, when the participant provides the requested verification or verification is received before close of business on the day before the last workday of the NA approval period. When this occurs, reopen the case on the REPT screen in AZTECS. For more information, see the [NA Compliance after Closure/Denial Decision Tree](#).
(Internal use only)

- When information request deadline is on or after the last day of the NA approval period, deny the application the day following the due date.

.04 Compliance with NA Renewal Requirements After the Approval Period Ends

REVISION 50

(01/01/22 - 12/31/22)

The budgetary unit may comply with the NA Renewal requirements in the month after the end of the NA approval period. Determine the proration date based on the following:

- When the delay is the fault of FAA, complete the following:
Reopen the case on the REPT screen in AZTECS.

Determine NA from the first day of the initial month of the new NA approval period.

(See [Reopening Reasons](#) to determine the correct REPT Reason Code)

- When the delay is the fault of the participant and the participant takes the required action within 30 days of the effective date of closure, complete the following:

Reopen the case on the REPT screen in AZTECS.

Prorate NA from the date the participant takes the required action.

Document the [case file\(g\)](#) to show the following:

- The date the participant took the required action.
- The participant's compliance in the month after the end of the NA approval period.

For additional information, see the [NA Compliance after Closure/Denial Decision Tree](#).

Once all actions are completed, send the [appropriate notice](#).

Used for new chapter

B Application Screening - Renewal Application Screening

REVISION 46

(01/01/18 - 12/31/18)

At the time of the [interview](#), staff must screen the renewal application for potential changes.

Review the following AZTECS screens:

- CAP1
- CAP2
- CAP3
- EAIN
- EXNS
- HOSC
- HOSU
- SEEI
- UNIN
- WTPI

Complete systems inquiries for all participants.

Renewal applications must be screened for potential changes. The screening process and any changes must be addressed by the close of the following workday.

Applications received more than 60 days before the end of the current approval period must be treated as a reported change.

C Interviewing Renewal Applications - Overview

REVISION 49
(01/01/20 – 12/31/20)

Interviews for renewal applications are completed according to the [automatic renewal process](#).

When a change of address is reported before an interview is completed, follow the policy and procedures outlined in [Address Change - Pending Applications](#).

Renewal interviews may be completed no earlier than 60 days before the last calendar day of the approval period. The budgetary unit must not be denied for failing or refusing to complete the interview before the last month of the approval period.

NOTE NA participants who have been sent a Notice of Expiration ([NOE](#)) are not required to interview before the last month of the current approval period.

Treat all renewal applications as a change report. Effect changes for the remaining months of the approval period. (See [Effecting Changes](#))

Verification must be requested for any changes reported, completed and not verified during the current approval period. Review the [case file\(g\)](#) for verification of the reported change before requesting additional verification.

When the provided verification is different from the information reported, the following applies:

- Refer overissuances for [overpayments](#).
- Consider [supplemental benefits](#) for the current and future months.
- The NA budgetary unit is ineligible for restored benefit for past month.
- Allow for [Notice of Adverse Action \(NOAA\)](#), when decreasing benefits for the first month possible.

When the provided verification matches the reported information no further verification is needed, document the [case file\(g\)](#).

A renewal might be due for one program but not due for another. When this occurs apply all of the following:

- Use the application as a change report for the program that is not due for renewal.
- Effect any [changes](#) for the program that is not due for renewal for the appropriate month.
- Re-determine eligibility for the program that is not due for renewal.
- When the interview process is not completed, do not close the program that is not due for renewal for failure to complete the interview.

.02 Renewal Applications - Automatic Renewal Process

[REVISION 46](#)
(01/01/18 – 12/31/18)

FAA uses the automatic renewal process. Renewal due notices are automatically mailed to the PI on the eighth calendar day of the month (or next [workday\(g\)](#)) before the renewal month.

The renewal due notice informs the participant that an application and renewal interview are required. The notice also informs the participant to turn in an application between the 15th and 28th day of the month before the renewal month.

.03 Auto Close Process

[REVISION 49](#)
(01/01/21 – 12/31/21)

AZTECS identifies CA cases to be closed when either of the following occur:

- An application for renewal is not registered.
- Y is not keyed on **INDA** in the COMPLETED field to indicate the interview was completed, even when an application for renewal is registered.

AZTECS sends the Missed Review Notice (X051) Notice of Adverse Action (NOAA) when the following occurs:

- It is the tenth calendar day of the renewal month (or next [workday\(g\)](#) when the tenth is not a workday.)
- The CA application is not turned in or the interview is not completed

The X051 informs the participant that CA benefits will be stopped for a missed renewal unless an application is turned in and an interview is completed.

AZTECS does not automatically close CA cases that are not in the [current system month\(g\)](#); these cases must be closed manually. (See [Denial or Closure Reason Code](#))

The [CASE MUST BE CLOSED ONLINE](#) ACTS alert is generated in ACTS for CA cases not in the current system month.

D Illegal Drug Use Statement at Renewal Interview

REVISION 13
(07/01/10 –09/30/10)

When the CA renewal interview is completed by phone complete all of the following for each eligible [adult\(g\)](#) participant:

- Send an Illegal Drug Use Statement (A002) notice to each adult participant, allowing ten days for the participant to complete, sign and return the form to FAA.
- Request the completed A002 at the same time all other verification items are requested.

NOTE Only adult(g) participants, having a SEPA participation code of IN, are required to complete the Illegal Drug Use Statement.

When the Cash Assistance renewal interview is completed in person, complete all of the following:

- Allow the adult(g) participant(s) an opportunity to complete the Illegal Drug Use Statement (FAA-1415A) form at the interview.
- When the participant does not complete the FAA-1415A at the interview, complete the following:

Request the participant to provide the completed FAA-1415A on the Information Request and Pending Agreement (FAA-0077A) form.

Allow ten [calendar days \(g\)](#) for the participant to provide the FAA-1415A, before completing the renewal. When the deadline ends on a weekend or holiday, extend the due date to the following [workday\(g\)](#).

- When eligible adult participants do not provide a completed Illegal Drug Use Statement, complete all of the following actions:

Document the case file to indicate that a completed Illegal Drug Use statement was not provided by the participant or is incomplete.

Disqualify the adult participant(s) who failed to provide completed Illegal Drug Use Statement.

Key the DI Participation Code on SEPA.

Key RD in the INELIG RSN field on SEPA.

Key NS in the ALERT TYPE field on the PRAP screen next to

the participant who failed to provide the Illegal Drug Use Statement.

Determine CA eligibility for the budgetary unit.

Send the A704 disqualification notice to all noncompliant participants, allowing for [NOAA](#).

When the budgetary unit remains eligible send the A101 CA Renewal Approval notice.

WARNING

When the participant returns the X005 prior to completing the interview, do not send the A002 notice.

Used for new chapter

08 CA Renewal Process - Overview

Eligibility to continue receiving CA after the current approval period must be reviewed for accuracy and current circumstances. The PI must turn in an [official FAA application](#) and be interviewed.

The CA renewal must be completed by the last calendar day of the renewal month to be considered timely. A renewal month is defined as follows:

- Begins on the first calendar day of the month displayed in the RENEWAL DUE DATE field on CAP2.
- Ends on the last calendar day of the month displayed in the RENEWAL DUE DATE field on CAP2.

Renewal applications must be screened for potential changes, by FAA staff, the same day but no later than the [workday\(g\)](#) following receipt of the application. Review the following AZTECS screens to determine whether changes have been reported on the application:

- CAP1
- CAP2
- CAP3
- EAIN
- UNIN
- EXNS
- SEEI

When a change is discovered, see [Effecting Changes](#) for procedures required to act on the change.

(See [CA Renewal Procedures](#) for procedures and verification requirements to be completed at renewal)

A CA Renewal Procedures

REVISION 48
(01/01/20 – 12/31/20)

Complete the following at each CA renewal:

- Review and ensure a signed copy of the [Personal Responsibility Agreement](#) (PRA) is placed in the [case file\(g\)](#).

NOTE When the participant refuses to sign the PRA, see [PRA Noncooperation](#).

- Verify [eligibility factors](#) subject to change, and for which there is no current verification.
- Review the case and ensure that all the adult participants coded IN on SEPA complete and sign the [Illegal Drug Use Statement](#).
- Review DISA and PRAP to determine the status of participants who may be sanctioned or disqualified from receiving benefits.

NOTE Add new participants or former participants who are eligible in the renewal month. Determine eligibility for the [Two Parent Employment Program](#) (TPEP) when adding participants with a child in common.

- Obtain verification for any change reported and completed without verification. (See [Effecting Changes](#))
- Ensure current case status and ongoing CA benefit levels are correct. Determine whether any eligibility payment errors occurred since the last approval or renewal.
- When an overpayment has occurred, establish the applicable [CA overpayment months](#) and complete the Potential Overpayment (OP) Referral (FAA-0526A) form.
- When an underissuance has occurred, establish the applicable [underpayment months](#) and issue the [Supplemental CA Payments](#) on UNAU.
- When a participant applies during a three-month Grant Diversion period, see [Grant Diversion Eligibility Determination](#).

- Review DCSS forms in the case file, and information on the [Absent Parent Screens](#), with the PI to ensure information is accurate and up to date.
- Key all current information in AZTECS to determine whether the budgetary unit remains [prospectively eligible](#).

When the budgetary unit is prospectively eligible, complete the following:

- Key the user PCN in the PAYMENT AUTH field. AZTECS assigns [CA Approval Periods](#).
- Send the appropriate renewal [approval notice](#).

NOTE When there is a decrease in CA, send the appropriate notice allowing for [NOAA](#).

- Document the [case file\(g\)](#) with any changes.

When the budgetary unit is prospectively ineligible, complete the following:

- Key the user [Personnel Control Number\(g\)](#) in the PAYMENT AUTH field on AFPD.
- Key the Denial Closure Reason Code in the DENIAL/CLOSURE REASON field on AFPD.
- Key the [CA ineligible date](#) in the INELIG DATE field on AFPD.
- Send the appropriate renewal [denial notice](#).

E NA Notice of Expiration (NOE)

REVISION 49
(01/01/21 – 12/31/21)

AZTECS mails a Notice of Expiration (NOE) to each NA budgetary unit so that it is received as follows:

- At least one day before the last month of the approval period.
- No earlier than the next to the last month of the approval period.

AZTECS automatically creates an NOE notice on the 1st of the month prior to expiration.

AZTECS does not automatically generate the NOE notice to budgetary units approved for three months or less when the approval is keyed after the AZTECS NOE issuance date.

When an approval period is assigned and the approval completed after the AZTECS NOE date, send an F009 notice.

In cases where the timeliness of the NA NOE is in dispute, determine whether adequate mail time was allowed, using the following:

- The postmark on the NOE
- Adding two days to the NOE postmark date for receipt of the NOE

Do not prorate the initial month's benefits when both of the following apply:

- NOE was not issued during the prior approval period
- The participant is reapplying for NA in the month following the month that the approval period ended

The NOE informs the PI of the following information:

- The effective end date for the approval period.
- The date by which a renewal application must be filed in order to receive benefits by the normal issuance date.
- The requirement to complete the scheduled interview process to continue receiving benefits by the normal issuance date.
- The following interview options:

Local office

Telephone

Home-based interview

- The requirement to provide all requested verification to continue receiving benefits by the normal issuance date.
- The right to request and have FAA accept an application as long as it is signed and contains a legible name and address.
- The address of the office where the application needs to be filed.
- The consequences of failure to comply with the NOE requirements.
- The right to file the application by mail or through a representative.
- The right to request an Appeal when the renewal is denied or if the participant disagrees with the amount of benefits received.
- The right to apply at the Social Security Administration (SSA) when the budgetary unit consists totally of SSI recipients.

Used for new chapter